

## CDSS Management Evaluation Guide: Program Access

The State is mandated by the US Department of Agriculture (USDA), Food and Nutrition Service (FNS) to conduct Management Evaluation (ME) reviews (7 CFR 275.5(a)). The ME reviews assess the county administration of the CalFresh (CF) program.

Priority areas (7 CFR 275.8(a))

	Regulation(s)	Yes	No	N/A	Comments
<b>Lobby</b>					
Applications Readily Accessible	MPP 63-300.34				
<p><i>Applications shall be readily accessible and provided to anyone who requests the form.</i></p> <p><i>The CDSS will observe the lobby for applications that are available to the public, without the public having to ask for one. The HH should be free to access an application without interacting with a CWD employee.</i></p>					
ES Verbal Informing	MPP 63-301.521				
<p><i>A CWD employee or volunteer shall inform potential applicants orally of the right to expedited service and how to initiate the process.</i></p> <p><i>The CWD also shall advise HHs who inquire about the CalFresh program by telephone of expedited service.</i></p> <p><i>Note: The CWD shall assist an applicant, upon request, in filling out forms and completing the application process.</i></p> <p><i>The CDSS will observe the CWD front end application process to ensure that HHs are informed of expedited service. The expectation is that this transpires somewhere during the CalFresh application process.</i></p>					
Methods to Apply	MPP 63-300.3				
<p><i>Each HH shall be advised of their right to file an application, either paper or electronic, on the same day they contact the CWD office.</i></p> <p><i>HHs must file an application either in person, by mail, fax, through an electronic transmission, or through an on-line electronic application.</i></p> <p><i>The CDSS will observe the CWD to ensure that HHs are being advised. This can be completed by posting the Methods to Apply poster that CDSS has shared.</i></p>					
Confidentiality maintained	MPP 19-002.1				
<p><i>Names, addresses and all other information concerning the circumstances of any individual for whom or about whom information is obtained is confidential and shall be safeguarded.</i></p> <p><i>This is true of all information whether written or oral.</i></p> <p><i>The CDSS will listen during any Applicant and CWD contact to ensure the applicants confidential information is adequately maintained. At times, the CDSS will sit in the public chairs/waiting area's in lobbies to gauge the confidentiality.</i></p>					
Minimum Information to Accept Application	MPP 63-300.32				
<p><i>The HHS shall be advised that it may file an incomplete application form as long as the form contains the applicant's name, address and is signature.</i></p>					

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*The applicant may be signed by the Responsible HH member or the Authorized Representative.*

*The CDSS will observe what method the CWDs advise HHs of the minimum information needed to submit a CalFresh application. Particularly, HHs that enter the CWD office but can't stay to complete the process. This information is included in the Methods to Apply poster shared by the CDSS.*

List of Emergency Food Providers	MPP 63-201.42				
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*CWDs shall make available, upon request, a list of emergency food providers in the area served by each local office.*

*The CDSS will request a list of emergency food providers from lobby greeter, reception, and/or window personnel.*

Info on Local Legal Services	MPP 63-201.43				
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*CWDs shall make available, upon request, nonpromotional information containing the addresses and phone numbers of local legal services.*

*The CDSS will request a list of local legal services from lobby greeter, reception, and/or window personnel.*

Bilingual Staffing, Certification and Program Info	MPP 63-202.21				
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*Bilingual staffing, certification, and program informational material shall be provided.*

### Application Processing

County Prescreening Form	MPP 63-300.21				
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*Applicants shall not be required to complete any CWD developed prescreening form.*

Offering Telephone Interviews	<a href="#">ACL 12-26</a>				
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*The CWDs will routinely conduct telephone interviews in lieu of face-to-face interviews at application and recertification for all CalFresh HHs.*

Incomplete Applications accepted	MPP 63-300.32				
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*The HH shall also be advised that it may file an incomplete application form as long as the form contains the applicant's name, address and is signed by a responsible member of the HH or AR.*

Duplicative Documents	7 CFR 273.2(a) (1)				
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*The state agency cannot, as a condition of eligibility, impose additional application or application processing requirements.*

All Applications Screened for ES	<a href="#">ACL 12-74</a>				
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*Effective January 1, 2013, the Welfare and Institutions Code Section 18914 requires the **screening of ALL CalFresh** applications to determine if applicants meet the criteria for ES.*

Household provided the CF 285 (NA)	<a href="#">ACL 15-84</a>				
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*CWDs are encouraged to use the CF 285 form for all CalFresh only households. The CF 285 is a "Required Form-No Substitutes Permitted." CWDs are encourage to have the CF 285 available in all local office.*

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*Note: The SAWS 1 and SAWS 2 Plus are acceptable.*

Household provided the CF 37 (NA) RRR

[ACL 15-84](#)

*The CWDs are to use the Recertification for CalFresh Benefits (CF 37) form for recertification of Non-Assistance CalFresh (NACF) households in which no member received a CalWORKs grant.*

Date of Application maintained

MPP 63-300.33

*The CWD shall document the date the application was filed by recording on the application the date it was received by the CWD office.*

Single Signature

[ACL 15-84](#)

*CWDs will accept the SAWS 1 as a single signature application to begin the application process and set the beginning date of aid at intake.*

Appointment Provided

MPP 63-300.46

*The CWD shall schedule all interviews as promptly as possible to ensure eligible HHs receive an opportunity to participate within 30 days after the application was filed.*

### Intake/Recertification Interviews

Confidentiality

MPP 63-300.4

*The interview is an official and confidential discussion of HHs circumstances with the applicant. Facilities shall be adequate to preserve the privacy and confidentiality of the interview.*

*The CDSS will listen for interview information that can be heard from other interviews in the interview area. If interviews are being conducted in the same area, counties should maintain low voices.*

Household informed of their Rights and Responsibilities

MPP 63-300.4

*HHs shall be advised of their rights and responsibilities during the interview.*

Household informed of their SAR 7 Responsibilities:

- SAR 7 Verbal Explanation

MPP 63-300.411

#### *Verbal explanation of reporting*

- SAR 7 Written Explanation

MPP 63-300.411

#### *Written explanation of reporting*

- Provided a Copy of SAR 7

MPP 63-300.412

*A copy of the SAR 7 report and explanation of how the report shall be completed and submitted.*

- Provided a Telephone Number to call for Assistance

MPP 63-300.414

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*A telephone number (toll-free or a number where collect calls will be accepted from HHs) which the HH may call to ask questions or to obtain help in completing the monthly report.*

Voter's Preference and Registration:

*Under federal law, CWDs must provide the following services to applicants and continuing clients at initial application, renewal or recertification, and changes of address:*

• Provided Voter Preference Form

[ACIN I-04-13](#)

*The National Voter Registration Act (NVRA) states all applicants and continuing HHs must be given a Voter Preference Form, regardless of whether they indicate they want to register or not, at the time of application for services, renewal or recertifications, and when the CWD is notified of a HHs change of address.*

• Provided Voter Registration Card

[ACIN I-04-13](#)

*The National Voter Registration Act (NVRA) states all applicants and continuing HHs must be given a Voter Registration Card (VRC), regardless of whether they indicate they want to register or not, at the time of application for services, renewal or recertifications, and when the CWD is notified of a HHs change of address.*

• Retention of the Voter Preference Form

*CWDs must retain the completed Voter Preference Forms for two years.*

Household made to feel at ease

MPP 63-300.4

*The applicants shall be made to feel at ease during the interview and in all instances the HHs right to privacy shall be respected.*

HH may bring anyone to the Interview

MPP 63-300.4

*The individual interviewed may bring any person he/she chooses to the interview.*

Interview conducted in HHs primary language

MPP 21-115 & .15

*The County welfare departments shall ensure that effective bilingual/interpretive services are provided to serve the needs of the non-English speaking population and individuals with disabilities. The provision of bilingual/interpretive services shall be prompt without undue delays.*

*When the percentage of non-English cases in a program and/or location is less than five percent, the agency shall ensure that effective bilingual services are provided.*

ES properly processed

MPP 63-301.52

*The CWDs application procedures shall be designed to identify HHs eligible for ES at the time the HH files an application.*

Case file contains sufficient narration/documentation

MPP 63-300.5(j)

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*Case files must be documented to support eligibility, ineligibility, and benefit level determinations. Documentation shall be in sufficient detail to permit a reviewer to determine the reasonableness and accuracy of the determination.*

CW 2200 is utilized for requesting verif's and HH provided 10-days

[ACL 14-26](#)

*To ensure that the request for information is both consistent and adequate in all counties, the CW 2200 has been revised and released as a required form.*

NOMI provided to HH

MPP 63-300.46

*If a HH misses its scheduled interview, the CWD shall send the HH a Notice of Missed Interview (NOMI). The CWD shall reschedule if the HH requests another interview within 30 days of the initial application filed.*

Timely and Proper NOA

MPP 63-504.2

*All notices of action shall contain the information necessary to be considered adequate.  
A notice of action shall be considered timely if there are at least 10 days from the date the notice is mailed until the effective date of the change.*

Application processed timely (approval/denial)

MPP 63-504.6

*The CWD shall complete the application process and approve or deny a timely application for recertification prior to the end of the HHs current certification period.*

### Benefit Issuance

Benefits issued in 3-days (ES)

MPP 63-301.531

*For HHs entitled to ES at initial application, the CWD shall make the authorization available to the recipient no later than the third calendar day following the date the application was filed.*

If after the 15<sup>th</sup>, were benefits issued for following month?

[ACL 08-39](#)

*HHs which apply for benefits after the 15<sup>th</sup> of the month and have been determined eligible to receive benefits for the initial month and the subsequent month but have had their verification postponed shall receive both allotments at the same time.*

Benefits issued in 30-days (Regular)

MPP 63-301.1

*The CWD shall provide eligible HHs that complete the initial application process an opportunity to participate as soon as possible, but not later than 30 calendar days following the date the application was filed.*

### Mystery Calls

CWD offered to mail CF Application

MPP 63-300.34

*If a HH contacting the CalFresh office by telephone does not wish to come to the office to file the application that same day and instead prefers receiving an application through the mail, an application form shall be mailed to the HH on the same day the telephone request is received.*

Verbally informed of ES

MPP 63-301.521

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*The CWD also shall advise individuals who inquire about the CalFresh Program by telephone of the ES processing standards for eligible HHs.*

### Office Closure Procedures

MPP 11-601.3 established the following requirements when county welfare offices are closed during the regular eight hours of a working day

Applications and Drop Box

[ACL 04-55](#)

*Provide individuals the opportunity to file an application for CalFresh within the time frames prescribed by federal and state law by making applications readily available and providing a drop-box, mail slot, or other reasonable means for filing applications.*

Hours Posted

[ACL 04-55](#)

*Post notices in prominent locations within the CWDs offices and in public areas, including the doors immediately outside the CWDs offices which inform the public about the working days, or the regular eight hours of a working day*

- *when the offices will be closed,*
- *the procedures to obtain and file applications, and*
- *the procedures for applying for and receiving ES*

### Public/Household/Customer Interviews

Why did you come into the office today?

Were you provided/informed of all Methods to Apply?

Were you informed of Expedited Services?

Were you provided with the option of a Telephone Interview?

How long was your wait time?

### **References:**

#### **CalFresh Manual Policies and Procedures (MPP):**

<http://www.cdss.ca.gov/inforesources/Letters-Regulations/Legislation-and-Regulations/CalWORKs-CalFresh-Regulations/CalFresh-Regulations>

#### **Code of Federal Regulations (CFR):**

<https://www.gpo.gov/fdsys/search/submitcitation.action?publication=CFR>